Job Title: Information Technology Technician I

Department: Information Technology Services

Immediate

Supervisor: Technical Services Manager

Origination Date:	07/01/2001
Revision Date:	07/01/2012
Job Grade	804
FLSA Status	Non-Exempt

BRIEF DESCRIPTION OF THE JOB:

This position provides first level technical helpdesk support for users of all IT supported systems, applications, and services; and assists with the deployment, installation, maintenance, and repair of computer applications, stand-alone, and networked hardware. Ensures the proper functionality of desktop hardware, software, and peripherals. Performs administrative and technical duties related to the current usage of technology on the computer and voice network.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the position. The following examples do not identify all duties performed by any single incumbent.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	M	Installs, repairs, and provides assistance with computer systems by replacing network devices and computer components such as desktop computers, monitors, telephones, and printers, diagnosing hardware and software problems, installing and upgrading hardware and software, and providing support and training to end users. Actively and continuously learns new technology and processes related to the field. Researches as needed to resolve complex problems, or find solutions that are not documented or known. Provides recommendations to the department on technology or process improvement opportunities.
2	S	Performs administrative duties by taking inventory of hardware and software, Enter and track information in the work order system,. Creates or updates documentation of systems or processes as needed.
3	S	Performs security administration by creating and maintaining user accounts on the network and within the E-mail system, and storing and retrieving electronic data.
4	S	Assists with developing system images and performs computer staging either manually, or using automated deployment tools.
5	S	Provides first level IT support and works cooperatively with customers to resolve technical service issues. Answer help desk calls and walk-ins.

JOB REQUIREMENTS:

	JOB REQUIREMENTS
Formal Education /	Work requires knowledge of a specific vocational, administrative, or
Knowledge	technical nature that may be obtained with six-months/one year of advanced
	study or training past the high school equivalency. Community college,
	vocational, business, technical or correspondence schools are likely sources.
	Appropriate certification may be awarded upon satisfactory completion of
	advanced study or training.
Experience	Minimum six months experience in a related field.
Certifications and	Valid Driver's License. Ability to meet the criminal background regulations
Other Requirements	mandated by the FBI CJIS Security Policy. Must posses at least one (1) of
	the following certifications (or equivalent substitute):
	➤ MCSE - Microsoft Certified Systems Engineer (NT 4.0 or >)
	➤ MCSA – Microsoft Certified Systems Administrator (NT 4.0 or >)
	CCNA - Cisco Certified Network Associate
	CLP Systems Administrator - Certified Lotus Professional
	CCNP - Cisco Certified Network Professional
	Comp TIA A+
	Comp TIA Network+
	Comp TIA Security +
Reading	Work requires the ability to read technical software and hardware manuals
	and reference materials, instruction and installation user guides, general
2.5.4	correspondence, memorandums, letters, and e-mail.
Math	Work requires the ability to perform general math calculations such as
	addition, subtraction, multiplication and division.
Writing	Work requires the ability to write progress reports, training manuals and
	interoffice correspondence which may include letters, memorandums, or e-
3.6	mail.
Managerial	Job has no responsibility for the direction or supervision of others but may
- · · · ·	provide advice/direction to an employee with less experience/skill or tenure.
Policy / Decision	Moderate - The employee normally performs the duty assignment after
Making	receiving general instructions as to methods, procedures, and desired end
	results. There is some opportunity for discretion when making selections
	among a few, easily identifiable choices. Work involving discretion is
T 1 1 1 01 11	typically reviewed before finalized.
Technical Skills	Broad Application - Work requires a comprehensive, practical knowledge
	of a technical field with use of analytical judgment and decision-making
Intom 202 20 -1 / II	abilities.
Interpersonal / Human	Moderate - Interactions may involve support of controversial positions or
Relations Skills	the negotiation of sensitive issues or important presentations. Contacts may
	also involve stressful, negative interactions requiring high levels of tact and
	the ability to respond to aggressive interpersonal interactions.

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Physical Demands

Frequency Code Scale

N = Never	R = Rarely	O = Occasionally	F = Frequently	C = Constantly
Never occurs	Less than 1 hour/week	Up to 1/3 of the time	From 1/3 to 2/3 of the time	2/3 or more of the time

Physical	Frequency Code	Description:	Physical	Frequency Code	Description:
Demand	(Mark only one)	(Check all that apply)	Demand	(Mark only one)	(Check all that apply)
Standing	□ N □ R ⊠ O □ F □ C	☐ Making presentations ☐ Observing work site ☒ Observing work duties ☒ Communicating with co-workers	Pushing/ Pulling	□ N ⊠ R □ O □ F □ C	☐ File drawers ☑ Equipment ☐ Tables and chairs ☐ Hoses
Fine Dexterity	□ N □ R □ O □ F ⊠ C	 ☑ Computer keyboard ☐ Telephone keypad ☐ Calculator ☒ Calibrating equipment 	Climbing	⊠ N □ R □ O □ F □ C	☐ Stairs ☐ Ladders ☐ Step stools ☐ Onto equipment
Walking	□ N □ R □ O ⊠ F □ C	☑ To other departments/offices☑ Around work site	Vision	□ N □ R □ O □ F ⊠ C	☒ Reading☒ Computer screen☒ Driving☒ Observing work site
Lifting	□ N □ R ⊠ O □ F □ C	☐ Supplies ☑ Equipment ☐ Files	Foot Controls	□ N □ R ⊠ O □ F □ C	☑ Driving☐ Operating heavy equipment☐ Operating Dictaphone
Carrying	□ N □ R ⊠ O □ F □ C	☐ Supplies ☑ Equipment ☐ Files	Balancing	⊠ N □ R □ O □ F □ C	☐ On ladders ☐ On equipment ☐ On step stools
Sitting	□ N □ R □ O ⊠ F □ C	☑ Desk work☐ Meetings☑ Driving	Bending	□ N ⊠ R □ O □ F □ C	☐ Filing in lower drawers ☐ Retrieving items from lower shelves/ground ☐ Making repairs
Reaching	□ N □ R □ O ⊠ F □ C	☑ For supplies☐ For files	Crouching	□ N □ R □ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground
Handling	□ N □ R □ O ⊠ F □ C	☑ Paperwork ☐ Monies	Hearing	□ N □ R □ O □ F 図 C	☒ Communicating via telephone/radio, to co-workers/public☒ Listening to equipment
Kneeling	□ N □ R ⊠ O □ F □ C	☐ Filing in lower drawers ☑ Retrieving items from lower shelves/ground	Twisting	□ N □ R □ O ⊠ F □ C	☒ From computer to telephone☒ Getting inside vehicle
Crawling	□ N ⊠ R □ O □ F □ C	☑ Under equipment ☐ Inside attics/pipes/ditches	Talking	□ N □ R □ O ⊠ F □ C	☑ Communicating via telephone/radio, to co-workers/public
Other		(Explain)			

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Physical Demands (continue	d)							
Machines, Tools, Equipment	t and Work	Aids:						
Diagnostic tools, vehicle, cell phone, de								
	1 / 1	,						
Computer Equipment and S								
Computer, printers, all software that the	City supports.							
Environmental Factors:								
Environmental Condition	ons	Never	Seasonally	Several T	imes	Several Ti	mes	Daily
				Per Mo	nth	Per Wee	ek	,
Extreme temperature			[C]					
(heat, cold, extreme temp. changes fr work)	om outside		⊠					
Wetness and/or humidity			□					
(bodily discomfort from moisture)			×					
Respiratory hazards		×						
(fumes, gases, chemicals, dust and di Noise and vibration	rt)	_	_					
(sufficient to cause hearing loss)		\boxtimes						
Physical hazards		_	_	_		_		
(high voltage, dangerous machinery,	aggressive							
prisoners, patients – <u>not customers</u>)								
Health and Safety Condition	ıs:							
Health and Safety Conditions	N = Never	R = Rarel		ccasionally		Frequently		Constantly
	Never	Less than		or more of		n 1/3 to 2/3		or more of
Mechanical hazards	occurs	hour per we	eek t	ne time	01	the time	1	the time
Chemical hazards	X					-		
Electrical hazards		\boxtimes						
Fire hazards	×						i i	
Explosives	X							
Communicable diseases		X						
Physical danger or abuse	X							
Other (specify)	×							
Duimour Work Loostion								
Primary Work Location: ☑ Office Environment								
☐ Warehouse								
☐ Shop								
☐ Vehicle								
☐ Recreation Centers/Neighborhoo	d Centers							
□ Outdoors								
☐ Other (Specify)								
Protective Equipment Requi	red:							
N/A								

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Job Demands

Overall Strength Demands:

	Overall Strength Demands
☐ Sedentary	Exerting up to 10 pounds occasionally or negligible weights frequently; sitting most of the time.
Light	Exerting up to 20 pounds occasionally, 10 pounds frequently, or negligible amounts constantly <u>AND/OR</u> walking or standing to a significant degree.
⊠ Medium	Exerting 20-50 pounds occasionally, 10-25 pounds frequently, or up to 10 pounds constantly.
☐ Heavy	Exerting 50-100 pounds occasionally, 25-50 pounds frequently, or from 10 up to 20 pounds constantly.
□ Very Heavy	Exerting over 100 pounds occasionally, 50-100 pounds frequently, or from 20 up to 50 pounds constantly.

Non-physical Demands:

Non-physical Demands	Frequently	Occasionally	Rarely	Never
Time Pressures	×			
Emergency Situations		×		
Frequent Change of Tasks	×			
Irregular Schedule/Overtime			\boxtimes	
Performing Multiple Tasks Simultaneously	×			
Working Closely with Others as Part of a Team		×		
Tedious or Exacting Work		×		
Noisy/Distracting Environment			\boxtimes	
Other (Describe below.)				

EXPECTED BEHAVIOR:

Staff – Expected Behavior

The employee is expected to embrace, support, and promote the City's values, beliefs, and culture Which include but are not limited to the following:

- Be positive. Do not participate in gossip
- Maintain confidentiality
- Walk the talk uphold and live the Goodyear culture
- Encourage positive feedback
- Be accountable submit responses to all requests for information by due date and meet deadlines
- Support a learning culture
- Be on time for all meetings
- Create and implement ethical standards for your worksite
- Be fiscally responsible
- Support the City's values and mission
- Let common sense prevail
- Be visionary anticipate issues
- Support organizational change
- Establish and maintain positive and effective working relationships with co-workers, supervisors, subordinates, contractors and vendors
- Understand City policies and procedures, make rational decisions/recommendations in accordance with established policy.
- Work in a safe manner and report unsafe activities and conditions. Follow the City-wide safety policy and everyone's responsibility. Make it a critical part of the day to day operations.
- Foster teamwork and actively participate on teams and in City activities
- Lead by example
- Provide outstanding customer service to internal and external customers

These traits are not basic job requirements but are expected behavior. Other duties and responsibilities will be performed as assigned.

SIGNATURES—REVIEW AND COMMENT:

I have reviewed this	job analysis	and its	attachments	and	find i	t to	be an	accurate	description	of the
demands of this job.										

	Signature of Employee	Date
Job Title of Supervisor	Signature of Supervisor	Date
Job Title of Department Director	Signature of Department Director	Date
ments:		
ments		

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required of personnel so classified in this position. This job description is subject to change as the needs and requirements of the job change.